

# Hawai'i County Workforce Investment Board (HCWIB)

## Report to the WDC

Date: February 14, 2013

County: Hawai'i

Compiled by: Hawaii County

### 1) Summary

Over the past several months, there is evidence that the national and state economies are slowly improving. Unemployment for Hawaii County, however, continues to lead all other counties with the highest unemployment rate. Job openings are concentrated primarily in the entry levels of our economy and particularly in retail sales and hospitality.

High-paying jobs and opportunities still remain sparse.

Hawaii Branch WDD has focused much attention on our employer community supporting businesses with workshops. Through our partnership with HIWEDO, three OSHA related workshops were conducted in East and West Hawaii.

Our Business Leadership Network East Hawaii Chapter held a very successful 3<sup>rd</sup> Annual Ho'omohala Banquet honoring approximately 9 nominees who exemplified true leadership in providing inclusive workplaces for our disabled employees.

Going Home, our prison-to-community reentry initiative has expanded and actively working with stakeholders and ex-offenders on the West Side. Employer recognition events have been held to honor employers who have generously supported our island ex-offenders. Late last year, our inaugural HIWEDO-Going Home Fundraiser took place with over 150 in attendance!

Workforce Solutions, via our Disabilities Employment Initiative, continues to make strides in creating greater access at our local one-stop centers in Hawaii County.

Both WIA Adult and Dislocated Worker Programs have attained or surpassed its enrollment goals by the end of the 2<sup>nd</sup> Quarter. Staff now is working diligently on the Performance Standards set forth in these grants (Placement, Retention, Earnings Change, Training Completion and Placement)

WDD, in partnership with community stakeholders, continue to support the Recruitment and Retention Committee of the Hawaii Island Health Care Alliance. A summer symposium is being planned in Waikoloa that will focus on "best practices" and gaps throughout the youth pipeline.

### 2) Individual WIA Programs

#### **Workforce Development Division - Adult Program:**

Unemployment rate for Hawai'i County (December 2012) is 6.9%, the State is at 4.8% and the Nation is at 7.6%. Compared to the same time last year, Hawaii County was 8.9%, the State was 6.2% and the Nation was at 8.3%.

Despite the lower percentage from over a year ago, this still translates to employment opportunities remaining somewhat scarce, Layoff levels are more stabilized but an abundance of long term skilled unemployed workers still flood the labor pool, leaving less-qualified Adult participants in WIA, struggling and competing for the limited job openings.

In order to generate and reestablish relationships with local employers, counselors continue to promote services, facilities, Employer Resource Center, Tax Credits, VIP, ETF and On-the-Job Training opportunities using Rapid Response funds and an accelerated employer relations campaign.

With modest budgets and limited training dollars, program staff continues to refer to other BIWC E & T agencies as well as non-mandated partners like Goodwill Industries, Paxen Group, Salvation Army, etc. Further, we continue to look to HIWEDO, non-profit arm, for support.

As an active partner with the Going Home Initiative, a community-based reentry program for prisoners, WDD is a referral source for ex-offenders reentering the labor market. They are given priority services to WIA orientation and testing.

Workforce Solutions, another community consortium advocating the self-sufficiency of persons with disabilities, also is a referral source to our Adult Program. With the inception of our Business Leadership Network and its mission to recognize business leaders supporting persons with disabilities, this will greatly enhance employment opportunities for this population with our island employers.

The continuation of the Disability Employment Initiative which focuses on partner and staff education, the Ticket to Work program and employer involvement will also link to increasing adult numbers in WIA as part of its objective.

Due to Hawai'i County's high per capita poverty rates and double digit unemployment rate, Hawai'i Branch continues to dual enroll participants with one-stop partners like Alu Like, Division of Vocational Rehabilitation, Senior Employment & Training Program, and other non-mandated one-stop partners to optimize funding resources due to the poor economy.

As of December 31, 2012, Hawaii Branch Adult enrollments are at 197. The goal for the program year is 231. Current enrollments indicate 85.28% of the annual goal.

### **Workforce Development Division - Dislocated Worker Program:**

Similarly, this population has been adversely affected by the stubborn economic slowdown. Fortunately, many of these participants have greater skill sets and sounder work maturity skills. However, with many participants, new occupational skills and skill sets need to be learned. Readjustment services in this very tight economy become paramount to their re-employment. This population, however, remains more selective on long-term training opportunities offered by our Program.

There continues to be an increased desperation in our participants' job and career choices and desire for immediate employment vs. education enhancement. However, due to the economic realities, many have opted to enroll in courses at the Hawaii Community College and at the University of Hawaii at Hilo Campus. Many others seem to be lulled into complacency, not choosing to re-enter the labor force immediately, nor participate in training or educational enhancement. That said, we continue to be ahead of our enrollment goals for the year.

Business closures and multiple layoffs generating many unemployed applicants seeking re-employment and re-training services under our Dislocated Worker Program have stabilized but still has saturated the labor market with qualified enrollees with valuable transferrable skills for a very limited amount of job openings.

Computer training, Certified Nurse Assistant and Commercial Driver Education are the predominant training of choice, however, limited funds have reduced the training enrollment into these areas. Many of the dislocated workers are now accepting employment opportunities that are well below their original expected pay range.

In order to generate and reestablish relationships with local employers, counselors continue to promote services, facilities, Employer Resource Center, Tax Credits, VIP, ETF and On-the-Job Training opportunities using Rapid Response funds and an accelerated employer relations campaign.

As of December 31, 2012, Hawaii Branch Dislocated Worker enrollments are at 178. The goal for the program year is 236. Current enrollments indicate 75.42% of the annual goal.

### **Goodwill Industries – Out of School Youth Program:**

**Number Served:** Ola has served eighty-nine youth. Of these, fifty-nine are ages 14-18 and thirty are ages 19-21.

**Success:** In East Hawaii, ten youth started the Competency Based Community School Diploma Program - Health Unit through Waipahu Community School for Adults – Hilo Campus on January 3<sup>rd</sup>. Waipahu Community School for Adults held a CASAS test for youth to qualify for diploma track classes. One youth tested into the diploma track and will begin CB classes in March.

On January 7<sup>th</sup>, youth in West Hawaii visited the Hawaii District Court (Third Circuit). Youth met with Judge Strance and Judge Florendo. During their visit, youth were briefed on cases being heard and were introduced to court appointed employees such as: Clerk, Bailiff, Sheriff and Attorney. Youth in West Hawaii completed the CB Unit – Government and Law on January 25<sup>th</sup>. Three youth passed the unit test with an 80% or better.

Youth who are not ready for CB classes continue to receive basic skills instruction and participate in leadership development activities. The youth continue to receive individualized tutoring and are encouraged to perform self-study on PLATO and SPARK 3000 learning systems.

Youth in Hilo began weekly introductory classes in Microsoft Word to enhance their technology capabilities. The three week session will be followed by sessions on Excel and PowerPoint. The classes have been well received by youth. Youth in East Hawaii were also afforded the opportunity to register for a Computer Programming and Computer Graphic Design class through MIT and UC Berkeley's free online courseware. In addition, all follow-up youth were invited via letter to register for these trainings. Online courses begin on February 4<sup>th</sup> for registered participants.

101 Financial instructors visited with East Hawaii youth on January 10<sup>th</sup>. Mentors worked with youth on setting financial goals, meal planning for a family with a budget of \$10 and using free resources such as a store rewards cards, coupons, unit pricing and best buys. Youth were taught numerous ways to decrease monthly living expenses to increase cash flow at the end of the month by doing some of the following: unplugging cords, chargers and non-essential appliances; never paying for items you already have at home; using reusable bags; hanging clothes instead of using the dryer; hand making gifts; selling items on Craigslist instead of throwing it away, etc. Youth committed to identifying and implementing 3 tips for themselves and with their family. Also on January 10<sup>th</sup>, Kona youth participated in mock interviews with First-To-Work employee, Barbara Harris. Ms. Harris is an employee of Goodwill and has volunteered her time to help prepare youth for employment in the Kona community. Youth met with their Youth Specialist after the mock interviews and reviewed areas where they could improve.

Youth in West Hawaii continue to participate in various community service projects. At Pu`uhonua O Honaunau, youth worked with mentors to prepare for the upcoming 52<sup>nd</sup> annual cultural festival. Kona youth continue to participate in community service activities with the City of Refuge to preserve the land. Hilo youth will continue with community service projects in the upcoming months.

On January 15<sup>th</sup>, four youth in Hilo participated in interviews for a work experience position at Goodwill as an Office Assistant. Youth who were selected began on Wednesday, January 23<sup>rd</sup>. Another youth in Hilo has been placed at a restaurant as a Kitchen Helper. He began his work experience on January 17<sup>th</sup>. Youth will be able to use these work experience opportunities to meet the Phase II component of the CBHSDP.

On January 22<sup>nd</sup>, Lilinoe Grace, Academic Support Educational Specialist with the University of Hawaii Community College, held a time management workshop. Youth who attended the workshop were given planners and taught how to organize and use their time efficiently so they are able to accomplish necessary and fun things.

During the last week of January, youth in East Hawaii participated in the National Youth Anti-Drug Media Campaign. Mentors helped youth to shatter myths about drugs and drug abuse and get factual answers through community-based events and activities. Mentors encouraged youth to participate in local activities and events to learn about how drugs affect the brain, body, and behavior.

**Staffing:** A full-time Administrative Assistant and a full-time Youth Specialist have been hired.

**Outreach Efforts:** All staff advocates and promotes the Ola youth programs. Staff will continue to conduct quarterly follow-up visits to various agencies.

## **Part II Program Services/ Activities:**

### **2011-2012 Collaborations:**

The Ola program's ongoing collaborate relationships include Waipahu Community School for Adults –Hilo/ Kona Campuses, Boys and Girls Club of Hilo – Kaiao Community Garden, County of Hawaii Prosecuting Attorney's Office, Dodo Mortuary, County of Hawaii – Highways Division, Hakalau Maile Farm, Hilo Public Library, Hawaii Tribune-Herald, Department of Health – Environmental Health, Alfalfa Hay and Cubes, Hawaii Institute of Health Care and Training Services, Pu`uhonua O Honaunau – City of Refuge, Bayside Chevron, Arc of Kona, Department of Health – Communicable Diseases Division, Hawaii Island Beacon Community, Waiehu Land LLC, University of Hawaii at Hilo, Lihikai Cultural Learning Center, Big Island Wellness Solutions, Keahukaha-Panaewa Farmers Market, Cross Fit Big Island, Iolani Stables, St. James Thrift Store, Hawaii Community Federal Credit Union, 101 Financial, West Hawaii Small Business Development Center, One Island Sustainable Living Garden, Alan Akina – Super Duper Simple Book on Money – Financial Fitness Reporter for KHON 2 News, New Hope Church and The Spa and Kona Beach Hotel.

### **Paxen – In School Youth Program:**

Currently, we continue serving an enrolled total of Fifty-Seven (57) "ACTIVE" participants. We have an "Annual Planned Total" of Seventy-Eight (78) participants for Program Year 2012-2013, and will continue recruiting, finding eligible and enrolling another Twenty-One (21) PY 12-13 participants to reach our Annual Planned Number. Currently, we are serving Fifty-Eight (58) Younger Youth In-School participants and ONE Older Youth In-School participants. Our current "Active" numbers for the West side of the Island are Twenty-Nine (29) and Twenty-Eight (28) for the East side of the Island.

During the month of December, we were focusing on College applications and internal financial aid seminars. We will continue on with the same focus during the month of January as most financial aid applications will be opening up and closing during the early months of 2013. We found out through previous casemanaging and participants that without financial aid, most participants would not be able to attend college. We are focusing on not having that reason be the driving force for participants not being able to further their education through post- secondary educational settings.

During the month of December, we were able to meet up with our participants who are currently attending college and worked on strategies on attaining employment while in college. We also offered these participants with information on internships that are/will be available for them leading into the Summer. We are working on collaborating with the colleges as we gear up for our next work readiness training. This will help us to increase our older youth participant numbers.

We continue to provide follow up to the Twenty-One (21) participants who have been exited during PY 2010-2011. Thirteen of those participants are currently employed, Three are currently enrolled in University of Hawai'i system, Two are attending other colleges and three have been unable to reach. We continue to work with the local community colleges and University to establish a rapport between them and the participants who are of eligible age. We've assisted participants in applying for and sustaining higher education and financial aid tuition assistance, resume building, financial literacy, employment seeking, referrals to outside agencies, etc.

**Outreach Efforts:** We continue to work with Public Library System, Department of Human Services, First to Work Program, Child Welfare Services, BISAC, Leo's Club, Key Club, Court System, Mental Health Services, Child and Family Services, Workforce Development Offices, Hui 'Ana, HCEOC, University of Hawaii system, Hilo and Kona Community School for Adults, Judges, Public Defenders and Probation Officers, Therapists, Staff from Hilo High school, Kea'au High school, Hawaii Academy of Arts and Sciences, Pahoa High School, Kamehameha Schools, Ka'u High school, Konawaena High school, and Kealahou High school, and local businesses ( Shaka, Hana Hou Restaurant, Boys and Girls Club, HOVE Loggers, etc).

### **Big Island Workplace Connection (BIWC) One-Stop Activities:**

July 29: WIA Group Orientation

July 29: Provide BIWC/WDD information at Back to School event at UluVini (homeless shelter in Kona)

Aug. 3: Business Leadership Network Meeting – Ho'omohala Award preparation

Aug. 13: WIA Group Orientation

Aug. 21: RR-New Vision of Rapid Response Conference

Aug. 22: Rapid Response, Hawaii Tribune Herald (7 employees)

Aug. 22: WIACNA Group Orientation

Aug. 23: Attended First Hawaiian Bank Business/Kona Kohala Chamber Business Outlook event

Aug. 27: WIA Group Orientation

Sept. 4: JAN Workshop with Lou Orslene

Sept. 5: Attended Joint Chamber Education Committee meeting

Sept. 6: LWIB Outreach Committee meeting

Sept. 10: WIA Group Orientation

Sept. 11: Going Home Consortium meeting

Sept. 12: Business Leadership Network meeting

Sept. 12: Youth Council meeting

Sept. 17: DEI Work Incentives (Kona) with Lori Halm of SSA

Sept. 18: DEI Work Incentives (Hilo) with Lori Halm of SSA via Center of Disability Studies

Sept. 18: LWIB Executive meeting

Sept. 19: Workforce Solutions meeting

Sept. 19: DEI presentation in Hilo

Sept. 20: W. Hawaii DEI presentation CAPS Healthcare

Sept. 21: Mentor Support

Sept. 20: Huiana Youth Internship meeting

Sept. 24: Outrigger Keauhou Beach Hotel Job Fair

Sept. 24: WIA Group Orientation

Sept. 25: Social Dynamics evaluation (DEI)

Sept 26: Big Island Workplace Connection One Stop meeting

Sept. 28: Ho'omohala Awards Recognition Dinner at Imiloa

Oct. 2: Youth Pipeline meeting

Oct. 3: Attended Kona Kohala Chamber Sustainability meeting

Oct. 3: DEI Best Orientation

Oct. 3: Joint Chamber Education Committee meeting  
 Oct. 4: Job Skills Workshop to HCC Human Services Class  
 Oct. 4: LWIB Outreach committee meeting  
 Oct. 8: WIA Group Orientation  
 Oct. 9: Going Home Consortium meeting  
 Oct. 10: Youth Council meeting  
 Oct. 12: Center for Disability Studies started weekly workshops for persons with disabilities  
 Oct. 17: Workforce Solutions meeting  
 Oct. 18: Construction Career Day  
 Oct. 18: E. Hawaii Development Disability Council – DEI presentation  
 Oct. 19: Speed Networking event with various Chamber businesses  
 Oct. 22: WIA Group Orientation  
 Oct. 23: LWIB Oversight committee meeting  
 Oct. 24: Open House at Kona WDD with 20 employers attending  
 Oct. 24: “Celebrate Abilities Day” (SDRC) Recognized Employers & Agencies  
 Oct. 24: Benefits Education via CDS  
 Oct. 24: Big Island Workplace Connection One Stop meeting  
 Oct. 25: Workforce Solutions meeting conducted - Kona  
 Oct. 26: Going Home – Health and Wellness Fair  
 Oct. 26: Health & Wellness Going Home  
 Oct. 26: Webinar training-Increased Options Stronger Supports, A Look at Access & the Workforce Development System & Communication Access: Dealing with Deaf & Hard of Hearing  
 Oct. 30: Presented WDD information to Kona Mauka Rotary Club  
 Nov. 3: Hire Our Heroes Job Fair (Kona)  
 Nov. 5: WIA Group Orientation  
 Nov. 7: RR-Effectively Building Employer Relationships  
 Nov. 7: Joint Chamber Education committee  
 Nov. 8: Ticket to Work/EN Webinar Training  
 Nov. 9: BISA OSHA/HIOSH Informational Employer Workshop – 22 employers  
 Nov. 9: WDD presentation to Kings Shops employers  
 Nov. 13: Going Home Consortium meeting  
 Nov. 14: Ticket to Work “What to Expect When You’re Accepting” meeting – WDD Kona (Hilo via web cam)  
 Nov. 15: Participated in annual Feed the Homeless event by manning a booth at the event & providing info  
 Nov. 15: Ticket to Work/EN Webinar Training  
 Nov. 16: Pahoa High & Intermediate School Career Fair  
 Nov. 16: Workforce Solutions meeting in Kona  
 Nov. 19: WIA Group Orientation  
 Nov. 21: Workforce Solutions meeting (DEI update on Integrated Resource Team/EN objectives)  
 Nov. 27: Resources Match Orientation  
 Nov. 27: DEI Presentation to Goodwill Industries  
 Nov. 28: Big Island Workplace Connection One-Stop meeting  
 Nov. 28: Agriculture Skills Panel follow up meeting to discuss next steps  
 Nov. 28: HireNet Hawaii Version 12.05 Training for Wagner Peyser & TAA Programs  
 Nov. 29: HireNet Hawaii Version 12.05 Training for WIA Adult & DW Programs  
 Dec. 3: WIA Group Orientation  
 Dec. 4: OSHA/HIOSH Training – Sangha Hall  
 Dec. 4: Staff Training HireNet Hawaii Version 12.05  
 Dec. 5: Career Mapping training with DEI representative and Customer Service technical assistance training on Oahu  
 Dec. 6: Rapid Response , ReEmployment and Layoff Aversion training on Oahu  
 Dec. 6: LWIB Outreach committee meeting  
 Dec. 7: Breakfast meeting with Zippy’s (Hilo Hawaiian Hotel)  
 Dec. 11: Assistive Technology resource station evaluated for update  
 Dec.11: One on one presentations to attendees of OSHA workshop in Kona  
 Dec. 12: Youth Council meeting  
 Dec. 17: WIA Group Orientation  
 Dec. 18: LWIB Executive committee meeting  
 Dec. 19: Workforce Solutions meeting (DEI update in partnerships & collaboration)  
 Dec. 20: Business Leadership Network meeting  
 Dec. 26: Big Island Workplace Connection One Stop meeting  
 Dec. 31: WIA Group Orientation

Jan. 2: WOTC non veteran categories reinstated by Congress  
 Jan. 2: Joint Chamber Education committee meeting  
 Jan. 5: WOW Farms Graduation (Honoka'a)  
 Jan. 8: Going Home Consortium meeting  
 Jan. 9: Youth Council meeting  
 Jan. 14: WDD/DEI presentation at BISAC  
 Jan. 14: WIA Group Orientation  
 Jan. 14: EUC REA restarted to serve long term unemployed  
 Jan. 15: LWIB Executive committee meeting  
 Jan. 16: Workforce Solutions meeting  
 Jan. 16: WDD/DEI Presentation to BISAC  
 Jan. 17: Workforce Solutions meeting  
 Jan. 17: Orientation of WDD services provided to Kanu O Ka'aina career staff  
 Jan. 18: Hawaii Island Economic Summit 2013 Continuing the Conversation sponsored by Kona Kohala Chamber  
 Jan. 18: WDD/DEI Presentation to BISAC  
 Jan. 22: Oversight Committee Meeting  
 Jan. 23: Big Island Workplace Connection One-Stop meeting  
 Jan. 25: Approved to accept first Ticket to Work  
 Jan. 28: WIA Group Orientation  
 Jan. 29: Veterans Summit on Homelessness  
 Jan. 30: DEI webinar: Exploring New National Center on Leadership for Economic & Employment Advancement of People with Disabilities  
 Jan. 30: Business Leadership Network meeting  
 Jan. 31: Completed Hawaii County Resource Manual  
 Jan. 31: Veterans Job Fair (National Guard Facilities-Hilo)

### 3) Other Items/Programs

**EUC:** Continue to serve Unemployment Insurance Claimants on extended benefits with job readiness and labor market information workshops in Hilo, Kona and Waimea. With UI extensions scheduled to end on Dec. 31, 2012 this program critical to assisting job seekers with finding work.

**REA-** Re-Employment & Eligibility Program continues with approximately 67 U.I. Claimants per week. A series of follow-up sessions are conducted by WDD staff with these targeted individuals with the intent to reduce the overall duration of U.I. benefits. This, as well as most programs, takes advantage of ongoing, relevant workshops at our one-stop locations.

**NEGOJT:** Able to execute 13 NEG OJT contracts and expected to expend 100% of funding. Our VIP Program is being promoted as a pre-hiring option for our employers.

**VIP – Utilizing VIP as a precursor to OJT negotiations and in tandem with ETF.**

Continuing to promote VIP as a precursor to ETF

Volunteer Internship Program – recently, this initiative has been extended and being incorporated with our Employment & Training Fund Program. This innovated program will work in tandem with our business service delivery strategy and specifically with our ETF Program. UI claimants to continue to receive UI benefits, but this program allows them to volunteer up to 32 hours/week at various businesses with the intent of getting job training and employment.

VIP intern volunteering in IT dept with Hawaii Community FCU.

**ETF Program**– Continuing to promote ETF with VIP to bundle WDD services to employers.

This incumbent worker training program will be a welcomed addition of the resources and programs available to our employers. Budgets are currently being formulated and Eligible Training Providers are being recertified. Promotional efforts with employers, business organizations and incumbent workers have already begun. This ETF Program will be working in tandem with our VIP.

**Disabilities Employment Initiative Grant DEI:** Selected as a pilot one-stop operations with Maui County. Both Disabilities Coordinator and Business Rep. on board and receiving training from WDC via bi-weekly teleconferences. In process of setting up a Business Leadership Network in West Hawaii. In process of surveying employers to provide input on needs for training sessions and to provide employers information on DEI. Commencing with staff and partner training.

## 4) Quantitative Report – 2nd Quarter PY 2012

Actual vs. Goals (2nd Quarter PY 2012)	2nd Qtr ACTUAL	4 QTR. CUMULATIVE
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GOAL For Year	% of GOAL Cum./Goal
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### Youth Program

Older Youth Entered Employment Rate	0 *	0% *
Older Youth Retention Rate	0 *	0% *
Older Youth Earnings Increase	0 *	\$0 *
Older Youth Credential/Diploma Rate	0 *	0% *
Younger Youth Skill Attainment Rate	100.00%	66.70%
Younger Youth Diploma or Equivalent Rate	0% *	13.30%
Younger Youth Retention Rate	20.00%	31.70%

40.00%	0% *
60.00%	0% *
\$1,750	0% *
38.00%	0% *
71.00%	94%
46.00%	29%
44.00%	72%

### Adult Program

Entered Employment Rate	60.00%	68.90%
Retention Rate	85.00%	84.40%
Average Earnings	\$11,966	\$10,212
Employment and Credential Rate	90.00%	74.40%

50.00%	138%
82.10%	103%
\$10,800	95%
55.00%	135%

### Dislocated Worker Program

Entered Employment Rate	87.20%	77.50%
Retention Rate	100.00%	91.70%
Average Earnings	\$12,160	\$13,292
Employment and Credential Rate	100.00%	84.00%

65.00%	119%
86.00%	107%
\$14,750	90%
60.00%	140%

\* 0/0 not negative

## 5) Other

### HCWIB Quarterly Meeting:

The HCWIB held its quarterly meeting on February 13, 2013 at Natural Energy Labs, Executive Director, Greg Barbour was the speaker.